

CSS Home Page Tutorial

Welcome to the CSS Home Page Tutorial. This Self Observation Tool will guide you through the different Uplink Customer Self Service Screens.

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Resources

Claimant Self Service Logon

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User Logon

Be sure to check your Claimant Homepage 2 to 3 times per week to avoid delays in your benefits!

Username*

SBAKKA@dwd.in.gov

Password*

.....

Logon

New User?

Forgot Password?

Forgot Username?

DWD News for Uplink Users

1099G

Job Opportunities

Treasury Offset Program


Unemployment insurance recipients can choose to have both federal and state income taxes withheld from benefits

Reset Passwords to Login

New Requirement to Receive Unemployment Insurance Benefits Starting October 2013

Make Sure to Validate Your Address

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WorkOne

CSS UIM01 21.53 20160324 19:41 QATA

You will see the Claimant Self Service Logon Page. Please be sure to check your Claimant Homepage two to three times per week to avoid delays in your benefits. You can also view DWD News for Uplink Users on this page.

Once you have entered your username and password you will click the Logon button.

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Resources

Claimant Homepage

Confirmation History
Correspondence History

TO-DO
File a New Unemployment Insurance Claim

Overpayment Balance: \$0.00

PAYMENTS

Voucher Status	Benefit Week	File Date	Payment Date	Claimant Pay	Entitlement	Paid to Card
	01/11/2015 - 01/17/2015			\$0.00	\$0.00	\$0.00
	01/04/2015 - 01/10/2015			\$0.00	\$0.00	\$0.00
	12/28/2014 - 01/03/2015	01/18/2015		\$0.00	\$0.00	\$0.00
	12/21/2014 - 12/27/2014	01/04/2015		\$0.00	\$0.00	\$0.00
	12/14/2014 - 12/20/2014	01/04/2015		\$0.00	\$0.00	\$0.00

CLAIMS

Claim Status	Program	BYE	Paid to Date	MBA	WBA	RBA
Expired	UI	12/12/2015	\$0.00	\$2,368.00	\$91.00	\$2,368.00
Expired	UI	10/04/2014	\$0.00	\$1,300.00	\$50.00	\$1,300.00
Expired	EEUC	10/04/2014	\$5,500.00	\$5,500.00	\$177.00	\$0.00

Looking for additional information?

The Unemployment Information Homepage contains links to Frequently Asked Questions, Employment Services, Handbooks, Debit Card Information, Veterans Programs and much more!

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The Claimant Homepage will appear. Here you will see the Confirmation History and Correspondence History buttons, along with various aspects of your claim. For example, the To-Do section will list any required actions necessary by the claimant. There is also Overpayment Balance information, the Payments section with indicators for voucher issues, and the Claims Section.

You can also get additional help by clicking on the Unemployment Information Homepage link.

Claimant Confirmation History

[Home](#) / Claimant Confirmation History

Event History

Event	Date & Time	Confirmation #
File Weekly Claim	01/18/2015 16:52	59631613
File Weekly Claim	01/04/2015 19:54	59479537
File Weekly Claim	01/04/2015 19:10	59478013
File Initial Claim	12/18/2014 16:28	59339053
File Weekly Claim	12/01/2013 12:09	56149766
File Weekly Claim	11/24/2013 11:43	56071126
File Reopen/Additional Claim	11/09/2013 17:29	55894582

If you select the Confirmation History button on the Claimant Homepage, the Claimant Confirmation History screen will appear. This screen gives you a review of each action you have taken on your claim by the Event type, Date & Time and Confirmation number.

To return to the Home page, click the blue Home button at the top left hand corner of the page.

Claimant Correspondence History











[Home](#) / Claimant Correspondence History

Filter Results

Correspondence

Show 10 entries

Search:


	Date Sent by DWD	Date Received by DWD	Document Name/Link	Department	Document Type
	03/11/2016		Appeal Decision Notice for Benefits	Appeals	Decision
	03/11/2016		Appellate Notice of Filing	Appeals	Notice
	03/11/2016		Appellate Notice of Hearing	Appeals	Notice
		01/28/2015	CF Employment Status	Adjudication	Information Request
	01/26/2015		Generic Determination Notice	Adjudication	Decision
	01/26/2015		Generic Determination Notice	Adjudication	Decision
	01/26/2015		Generic Determination Notice	Adjudication	Decision
	01/22/2015		CF Employment Status	Adjudication	Information Request
		01/18/2015	CF WS-Work Search	Adjudication	Information Request
		01/16/2015	CF Employment Status	Adjudication	Information Request

Showing 1 to 10 of 28 entries

Previous 1 2 3 Next

*All documents generated prior to 2014 are not available online. Please contact Customer Service at 1-800-891-6499 for further assistance.

If you select the Correspondence History button on the Claimant Homepage, the Claimant Correspondence History screen will appear. This screen will show any correspondence made by the claimant or by the agency.

You can filter the correspondence by clicking the blue icon  next to Filter Results or by clicking the down arrow to the right of this section.

Claimant Correspondence History - Mozilla Firefox

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Claimant Correspondence History

Home / Claimant Correspondence History

Filter Results

Sent By: All

Date Range: All

Document Type

- ☒ Decision
- ☒ Information Request
- ☒ Letter
- ☒ Notice
- ☒ Voucher

Department

- ☒ Adjudication
- ☒ Appeals
- ☒ Benefits
- ☒ Investigations
- ☒ Overpayments
- ☒ Review Board

Correspondence

Show 10 entries

Search:

Date Sent by DWD	Date Received by DWD	Document Name/Link	Department	Document Type
03/11/2016		Appeal Decision Notice for Benefits	Appeals	Decision
03/11/2016		Appellate Notice of Filing	Appeals	Notice
03/11/2016		Appellate Notice of Hearing	Appeals	Notice
	01/28/2015	CF Employment Status	Adjudication	Information Request
01/26/2015		Generic Determination Notice	Adjudication	Decision
01/26/2015		Generic Determination Notice	Adjudication	Decision
01/26/2015		Generic Determination Notice	Adjudication	Decision
01/22/2015		CF Employment Status	Adjudication	Information Request
	01/18/2015	CF WS-Work Search	Adjudication	Information Request
	01/16/2015	CF Employment Status	Adjudication	Information Request

The Filter Results section will appear. Here you can filter the correspondence by using the drop down arrow next to the Sent By and Date Range and by Document Type or Department. You can also click the blue headers of each category and this will sort the information in numeric or alphabetical order.

Claimant Homepage

Confirmation History

Correspondence History

TO-DO

[File a New Unemployment Insurance Claim](#)

Overpayment Balance: \$0.00

PAYMENTS

Voucher Status	Benefit Week	File Date	Payment Date	Claimant Pay	Entitlement	Paid to Card
	01/11/2015 - 01/17/2015			\$0.00	\$0.00	\$0.00
	01/04/2015 - 01/10/2015			\$0.00	\$0.00	\$0.00
	12/28/2014 - 01/03/2015	01/18/2015		\$0.00	\$0.00	\$0.00
	12/21/2014 - 12/27/2014	01/04/2015		\$0.00	\$0.00	\$0.00
	12/14/2014 - 12/20/2014	01/04/2015		\$0.00	\$0.00	\$0.00

CLAIMS

Claim Status	Program	BYE ⓘ	Paid to Date	MBA ⓘ	WBA ⓘ	RBA ⓘ
Expired	UI	12/12/2015	\$0.00	\$2,366.00	\$91.00	\$2,366.00
Expired	UI	10/04/2014	\$0.00	\$1,300.00	\$50.00	\$1,300.00
Expired	EEUC	10/04/2014	\$5,500.00	\$5,500.00	\$177.00	\$0.00

Looking for additional information?

The [Unemployment Information Homepage](#) contains links to Frequently Asked Questions, Employment Services, Handbooks, Debit Card Information, Veterans Programs and much more!

From the Claimant Homepage, if you select a Benefit Week from the Payments section, this will show you information regarding the voucher that corresponds to that Benefit Week. For this example, we will select the week 1/11/2015 - 1/17/2015.

Weekly Claim Detail

[Home](#) / Weekly Claim Detail

Issues Effecting Week Claimed for 01/11/2015 - 01/17/2015

Decision Date	Issue Type	Decision
01/26/2015	Employed full-time	Disqualified

Weekly Payment Detail for 01/11/2015 - 01/17/2015

\$0.00 Paid to Card

The Weekly Claim Detail screen will appear. The information on this screen will provide a detailed account of what is impacting your claim for that week filed. You can click on the Disqualified link to view more information.

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Weekly Claim

Home / Weekly Claim

Decision Documents

Mail Date	Form ID	Department
01/26/2015	Generic Determination Notice	Adjudication

Issues Effecting

Decision

01/26/2015 Employed full-time Disqualified

Weekly Payment Detail for 01/11/2015 - 01/17/2015

\$0.00 Paid to Card

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This will open a Decision Documents box with the Generic Determination Notice link.



By clicking the link a new window will appear showing the determination notice that was issued by the agency. You can scroll up and down the page to view more details.

To return to the previous screen, close this window by selecting the red X in the top right hand corner.

Weekly Claim Detail

[Home](#) / Weekly Claim Detail

Issues Effecting Week Claimed for 01/11/2015 - 01/17/2015

Decision Date	Issue Type	Decision
01/26/2015	Employed full-time	Disqualified

Weekly Payment Detail for 01/11/2015 - 01/17/2015

\$0.00 Paid to Card

The Weekly Claim Detail screen will pick up from where you left off.

You can also view the Weekly Payment Detail for that week by clicking on the arrow to the right of this section.

Weekly Claim Detail

[Home](#) / Weekly Claim Detail

Issues Effecting Week Claimed for 01/11/2015 - 01/17/2015

Decision Date	Issue Type	Decision
01/26/2015	Employed full-time	Disqualified

Weekly Payment Detail for 01/11/2015 - 01/17/2015

Entitlement Calculation

Payment Calculation

\$0.00 Paid to Card

This section provides the Entitlement and Payment Calculation Details for the weekly payment paid to your debit card.

Claimant Homepage - Mozilla Firefox

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Claimant Homepage

Confirmation History
Correspondence History

TO-DO
File a New Unemployment Insurance Claim

Overpayment Balance: \$0.00

PAYMENTS


⊕	07/14/2013 - 07/20/2013	07/28/2013	07/30/2013	\$11.00	\$11.00	\$11.00
⊕	07/07/2013 - 07/13/2013	07/21/2013	07/23/2013	\$39.00	\$39.00	\$39.00
⊕	06/30/2013 - 07/06/2013	07/15/2013	07/17/2013	\$61.00	\$61.00	\$61.00
⊕	06/23/2013 - 06/29/2013	07/08/2013	07/10/2013	\$61.00	\$61.00	\$61.00
⊕	06/16/2013 - 06/22/2013	07/01/2013	07/03/2013	\$50.00	\$50.00	\$50.00
⊕	06/09/2013 - 06/15/2013	06/23/2013	06/25/2013	\$49.00	\$49.00	\$49.00

CLAIMS

Claim Status	Program	BYE ⓘ	Paid to Date	MBA ⓘ	WBA ⓘ	RBA ⓘ
Expired	UI	12/12/2015	\$0.00	\$2,366.00	\$91.00	\$2,366.00
Expired	UI	10/04/2014	\$0.00	\$1,300.00	\$50.00	\$1,300.00
Expired	EEUC	10/04/2014	\$5,500.00	\$5,500.00	\$177.00	\$0.00

Looking for additional information?

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The next payment voucher example will be for the week 7/14/2013.

Weekly Claim Detail

[Home](#) / Weekly Claim Detail

Issues Effecting Week Claimed for 07/14/2013 - 07/20/2013

Decision Date	Issue Type	Decision
No issues found		

Weekly Payment Detail for 07/14/2013 - 07/20/2013

\$11.00 Paid to Card

Voucher Answers

The Weekly Claim Detail screen will appear, showing no issues found for this payment. We will now view the Weekly Payment Detail section for this specific week.

Weekly Claim Detail

[Home](#) / Weekly Claim Detail

Issues Effecting Week Claimed for 07/14/2013 - 07/20/2013

Decision Date	Issue Type	Decision
No issues found		

Weekly Payment Detail for 07/14/2013 - 07/20/2013

Entitlement Calculation

Weekly Benefit Amount (WBA)	\$177.00
Less Earnings Reduction	\$141.00
Less Remaining Balance Reduction	\$6.00
S	\$19.00
Weekly Entitlement After Deductions:	\$11.00

Payment Calculation

Claimant Pay	\$11.00
Paid to Claimant	\$11.00

[\\$11.00 Paid to Card](#)[Voucher Answers](#)

You will see the Entitlement Calculation breakdown and the amount that was paid to the card. You can also get this information by clicking on the green dollar amount Paid to Card link. This will expand this section to show entitlement calculations.

Another option available on this page is the Voucher Answers button.

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Weekly Claims : Confirm Answers

Home / Weekly Claim Detail / Confirm Answers

Claimant Name ANNE FLORES Birth Date 02/11/1966

Responses for Benefit Week 07/14/2013 - 07/20/2013

Do you want to file for the week ending 07/20/2013?
YES

Did you start a job and permanently leave that job during the week ending Saturday 07/20/2013?
NO

Did you look for full-time work?
YES

Could you have worked the week ending Saturday 07/20/2013 if work was offered to you?
YES

Was there a change in your school or training status?
NO

Did you work?
YES

Did you refuse an offer of work?
NO

Did you take time off from work?
NO

Did you/will you receive holiday pay?
NO

Did you/will you receive severance or vacation pay?
NO

If you are receiving a pension or 401k payment, has the amount of the payment or distribution changed since you filed your initial claim or last weekly claim?
NO

Employment Details

Employer Name	What were your gross earnings?	Was it Full or Part Time?	Hire date	Did you work for this employer between 10/01/2010 and 09/30/2011?
CONVERSION-UNKNOWN	\$172.00	Part Time		No

Print

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By selecting the Voucher Answer button, the Weekly Claims: Confirm Answers screen will appear. Here you can review the responses and wages reported if applicable for that week claimed.

You also have the option to print this screen by clicking the Print button.

ANNE FLORES

Resources

Personal Information

Contact Information

Demographic Information

Security Settings

Workone Location

Logoff

Claimant History

Correspondence History

TO-DO

File a New Unemployment Insurance Claim

Overpayment Balance: \$0.00

PAYMENTS

Voucher Status	Benefit Week	File Date	Payment Date	Claimant Pay	Entitlement	Paid to Card
	01/11/2015 - 01/17/2015			\$0.00	\$0.00	\$0.00
	01/04/2015 - 01/10/2015			\$0.00	\$0.00	\$0.00
	12/28/2014 - 01/03/2015	01/18/2015		\$0.00	\$0.00	\$0.00
	12/21/2014 - 12/27/2014	01/04/2015		\$0.00	\$0.00	\$0.00
	12/14/2014 - 12/20/2014	01/04/2015		\$0.00	\$0.00	\$0.00

CLAIMS

Claim Status	Program	BYE	Paid to Date	MBA	WBA	RBA
Expired	UI	12/12/2015	\$0.00	\$2,366.00	\$91.00	\$2,366.00
Expired	UI	10/04/2014	\$0.00	\$1,300.00	\$50.00	\$1,300.00
Expired	EEUC	10/04/2014	\$5,500.00	\$5,500.00	\$177.00	\$0.00

Looking for additional information?

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contains links to Frequently Asked Questions, Employment Services, Handbooks, Debit Card Information, Veterans Programs and much more!

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Returning to the Claimant Homepage; If it is necessary to change your Personal Information, Contact Information, Demographic Information, Security Settings and WorkOne Locations you can click on your name at the top left hand corner of the page. You will see a drop down menu with these titles, choose the appropriate title.

Claimant Registration: Personal Information

[Home](#) / Change Personal Information

Personal Information

Contact Information


Demographic Information

Security Settings

WorkOne Location

Fields marked with an asterisk * are required.

Personal Information

First Name*	<input type="text" value="ANNE"/>	Middle Initial	<input type="text"/>
Last Name*	<input type="text" value="FLORES"/>	Suffix	<input type="text"/>
SSN	<input type="text" value="....."/> 	Date of Birth	<input type="text" value="02/11/1966"/> (mm/dd/yyyy)

Fields marked with an asterisk * are required.

Driver's License Card Details

Do you currently have a Driver's License or Identification Card issued by the State of Indiana?* ☐ Yes ☒ No

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If you selected the Personal Information title then the Claimant Registration: Personal Information screen will appear, with the current data. You can see on this screen it ask about your Driver's License or Identification Card issued by the State of Indiana, as well. Make the appropriate changes and then click the Save button.

Claimant Registration: Contact Information

[Home](#) / Change Contact Information

Personal Information

Contact Information

Demographic Information

Security Settings

WorkOne Location

Fields marked with an asterisk * are required.

Contact Details

Primary Telephone *

219-805-0260

(XXX-XXX-XXXX)

Alternate Telephone

(XXX-XXX-XXXX)

Email Address *

SBAKKA@DWD.IN.GOV

Address Details

Country *

USA

Mailing Address *

5146 RHODE ISLAND CT.

City *

Gary

State *

Indiana

Zip Code *

46409

- 2863

Cancel

Save

If you selected the Contact Information title then the Claimant Registration: Contact Information screen will appear, with the current data. Make the appropriate changes and then click the Save button.

Claimant Registration: Demographic Information

[Home](#) / Change Demographic Information

Personal Information

Contact Information

Demographic Information

Security Settings

WorkOne Location

Fields marked with an asterisk * are required.

Demographic Details

Education Level *

12 - Twelfth Grade

Ethnicity *

Hispanic Or Latino

Race *

Other/Multiple Races

Gender *

Female

Disabled *

☐ Yes ☒ No

Veteran *

☐ Yes ☒ No

Citizen *

☒ Yes ☐ No

Alien Registration Number

Note: Enter alien registration number, only if not a citizen

Alien Registration Expiration Date

mm/dd/yyyy

Have you worked under a different last name within the past 18 months? *

☐ Yes ☒ No

Cancel

Save

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WorkOne

If you selected the Demographic Information title then the Claimant Registration: Demographic Information screen will appear, with the current data. Make the appropriate changes and then click the Save button.

Claimant Registration: Security Settings

[Home](#) / Change Security Settings

Personal Information

Contact Information

Demographic Information

Security Settings

WorkOne Location

Fields marked with an asterisk * are required.

Password

Password [Change](#)

Username

Email Address * SBAKKA@DWD IN GOV

Security Question

Security Question * What is your favorite color?

Answer * purple

Cancel

Save

If you selected the Security Settings title then the Claimant Registration: Security Settings page will appear, with the current data. You can update your Password, Username, and Security question on this screen. Once you have entered the new information click the Save button to save all changes made.

Claimant Registration: WorkOne Location

[Home](#) / Change WorkOne location

Personal Information

Contact Information

Demographic Information

Security Settings

WorkOne Location

Fields marked with an asterisk * are required.

You will now select a full-service WorkOne location. There are times when filing for UI Benefits that you may be required to visit a full-service WorkOne Office. These offices can provide training and orientation services. You may select colored region from the map below to get additional details about that region's WorkOne offices.

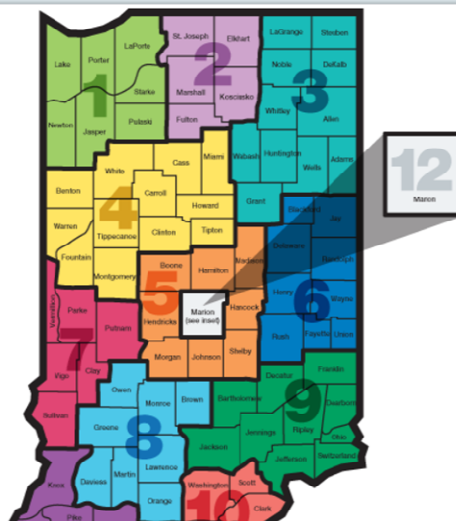
WorkOne Selection

Please select the location where we should direct you when these services are required. These selections can be updated in the future from your account settings.

Full-Service WorkOne * :

GARY

Regions Information

https://qata.dwd.in.gov/CSS/ClaimantHomePage.html?_stz=

If you selected the WorkOne Location title then the Claimant Registration: WorkOne Location page will appear. Here you can select a new region by selecting the Full-Service WorkOne drop down arrow or by selecting the colored region from the map.

Claimant Registration: WorkOne Location

[Home](#) / [Change WorkOne location](#)

Personal Information

Contact Information

Demographic Information

Security Settings

WorkOne Location

Fields marked with an asterisk * are required.

You will now select a full-service WorkOne location. There are times when filing for UI Benefits that you may be required to visit a full-service WorkOne Office. These offices can provide training and orientation services. You may select colored region from the map below to get additional details about that region's WorkOne offices.

WorkOne Selection

Please select the location where we should direct you when these services are required. These selections can be updated in the future from your account settings.

Full-Service WorkOne * :

GARY

Regions Information

Fort Wayne - WorkOne - Full-Service

Location

201 E. Rudisill Suite 202

Fort Wayne IN 46806

Phone: (260) 745-3555

[Get Directions](#)

Hours of Operation

Sunday: closed

Monday: 8:00 AM - 4:30 PM

Tuesday: 8:00 AM - 4:30 PM

Wednesday: 8:00 AM - 4:30 PM

Thursday: 10:00 AM - 4:30 PM

Friday: 8:00 AM - 1:30 PM

Friday: 8:00 AM - 4:30 PM

Marion - WorkOne - Full-Service

Location

850 N Miller Ave.

P O Box 5005

Marion IN 46952

Phone: (765) 668-8911

[Get Directions](#)

Hours of Operation

Sunday: closed

Monday: 8:00 AM - 4:30 PM

Tuesday: 8:00 AM - 4:30 PM

Tuesday: 8:00 AM - 4:30 PM
Wednesday: 8:00 AM - 4:30 PM

Wednesday: 8:00 AM - 4:30 PM

Thursday: 10:00 AM - 4:30 PM

Friday: 8:00 AM - 4:30 PM

